GROUND CONTROL

Single-User VoIP Service
User Manual

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Your VoIP Service

Congratulations! You have chosen Voice over Internet service (VoIP) to serve your telecommunications needs. To use your VoIP service, you will use the touch pad of your telephone and the browser-based VoIP Control Panel (VCP) – an interface that allows you to easily manage your account.

Who Should Read this Manual

This manual describes the user features of VoIP service and the VCP. The manual is intended for users who want to manage their VoIP service.

Basic Features

- Browser-based VoIP Control Panel (VCP) for managing all features
- Voicemail sent to email as MP3 attachment
- Voicemail notification sent to alpha pager or SMS-enabled mobile phone
- Access voicemail from email, VCP or any phone
- Message-waiting indicator
- Phone number(s) with any desired area code or even from a different country
- Do not disturb (DND)
- Multiple call appearances on multi-line phone
- Local time zone management
- CallBlast – intelligent combination of “find me / follow me” features
- 3-way calling
- Call waiting
- Caller-ID and call waiting Caller-ID
- Softphone can be used as a “roaming” phone anywhere on the planet
- Full 911 coverage in US and Canada

Optional Features

- Additional phone numbers (Virtual numbers) all ring to the same phone
- Numbers can be from any area code or even from different countries
- Toll-free number rings to the same phone
- Inbound faxes sent to email as PDF attachment
- Outbound faxes sent from any Windows application

Terminology

The following terms are important to know when using your VoIP service and the VCP.

Account — Where basic information is stored (e.g., name, password, phone number(s), and feature set).

Mailbox — Where callers leave you voicemail.

Numbers – Existing phone numbers that have been transferred, new DIDs (even from outside the US and Canada), and new or transferred Toll-free numbers (TFNs) can all belong to your account.

Your VoIP Account

When you signed you up for service, you were assigned a permanent user ID (your phone number) and a password.

You'll use your user ID and password to set up and access your voicemail box from your phone and later to manage your account via your VCP.

You can also access your voicemail as well as change settings and greetings from any IP, landline, or even mobile telephone regardless of where that phone is on the planet.

Next, we'll go through all the details of how to set up and use your voicemail.

Voicemail Set Up and Use

To set up your voicemail, use the password 123456. After you log in the first time, you will have the option to change your password. You can set up your voicemail box from any of the following types of phones:

- The ATA (with analog phone) or IP Phone you ordered with your VoIP service
- Any other phone including mobile phones, PDAs, Softphones or regular landlines.

Choose how you will set up voicemail from the options in the following table and dial the appropriate number.

Table 1 - Voicemail Access

Access Type	Number to Dial
Your ATA or IP Phone	00
Any other landline, mobile or PDA phone	Dial your full 10-digit number. Wait for the announcement, then press the * key and enter your password when prompted

You are now in the voicemail Main Menu. Press 2 to create a personalized voicemail greeting. Follow the prompts to record your first and last name and your greeting.

Once you have recorded your greeting, select one of the following options.

Table 2 - Recording Menu

Key	Option
1	Play the recording.
4	Cancel the custom recording and return to the default system settings.
7	Redo the recording.
*	Cancel the recording and return to the Main menu.
#	Use the recording and return to the Main menu.

Once you have set up your personal greetings, return to the Main menu and select from one of the following options.

Table 3 - Main Menu

Key	Option
1	Enter the Message Center (Message Center menu).
2	Change your greeting (Recording menu).
3	Change your password.

4	Change your name (Recording menu).
5	Enter the Features menu.
#	End the call.

Accessing the Message Center

The Message Center allows you to listen to your current, saved and deleted messages. Select option 1 from the Main menu to enter the Message Center. Then select from the following options.

Table 4 - Message Center Menu (1 of 2)

Key	Option
1	Listen to your messages (Message menu for regular messages).
2	Listen to your saved messages (Message menu for saved messages).
3	Listen to your deleted messages (Message menu for deleted messages).
*	Return the voicemail Main menu.
#	End the call.

Once you listen to your message, select from the following options.

Table 5 - Message Center Menu (2 of 2)

Key	Option
1	Listen to the previous message.
3	Listen to the next message.
5	Repeat the message.
7	Delete the message (not available for previously deleted messages).
9	Save the message (not available for previously deleted and saved messages).
00	Forward the message to a mailbox.
*	Return to the Main menu.
#	End the call.

Other Useful Features

- **Three-way calling** — Enables you to talk with two other people at a time.
- **Call waiting** — Enables you to put a caller on hold while you answer another call.
- **Star key (*) features** — For information on how to use these features from your phone, consult the Quick Reference Guide that accompanied your device or contact your Service Provider.

Log in to Your VCP

Once your voicemail is set up, you manage your account with your VCP, a browser-based interface. To access your VCP, either log in by going to:

http://voip.groundcontrol.com

Note: The VCP is best used with Microsoft Internet Explorer 6.0 and higher, with Apple Safari browser 2.0 and higher., or with Firefox browser 2.0 and higher.

The first thing that appears is the login screen, as shown below:

Our VoIP Control Panel portal allows you to manage your account, configure CallBlast (our combination of Call Forwarding and One Number services) and even view received calls, missed calls and dialed calls.
Internet Phone Service
VoIP Control Panel
User ID:
5039141392
Advanced
Password:
Host:
myaccount.siptalk.com
Enter
Password Recovery

VCP Login Screen

To log in to your VCP:

- Enter your **User ID** (your phone number).
- Enter the **Password** 123456
- Click the **Enter** button.

Forgot Your Password?

If you have forgotten your Password, click the **Password Recovery** link, then enter your User ID and account email address, and a new Password will be emailed to you immediately.

Note: The Password Recovery process creates an entirely new password, so you'll have to remember this new one going forward or change it using the appropriate page in your VCP.

Warning: Three consecutive failed password attempts will lock you out of both your VCP and your voicemail. You'll need to call customer service and have them unlock your account.

Managing Your Account

Once you successfully log in, you'll see the VCP Main Screen, as shown below. This screen has a series of tabs, each designed to give you information about and control over your account.

Account — change your account information or password.

Call Activity — view and/or export the calls you have made and received.

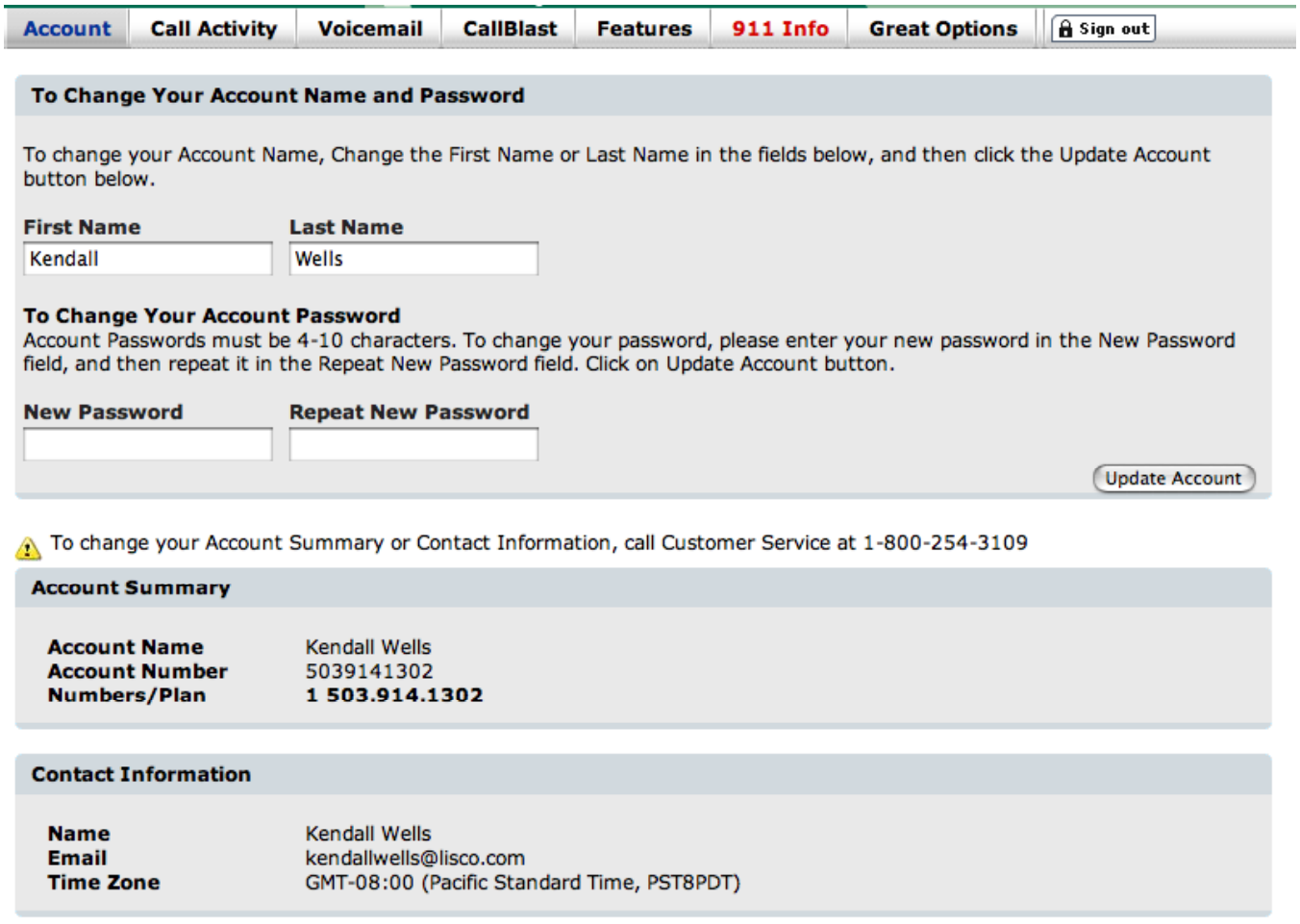
Voicemail — listen to, save, or delete voicemail.

CallBlast — enter up to four different phone numbers that will ring whenever your VoIP number is dialed.

Features — send voicemail as an MP3 attachment to your email address, and/or get voicemail notification to an alphanumeric pager or mobile phone via SMS; manage enhanced features, such as Caller ID, Call Waiting and DND or change your current time zone so that your calls and voicemails will be appropriately time-stamped.

911 Emergency Info — verify or change your 911 Emergency address, which is where emergency personnel will go when called from your VoIP service. **Warning:** If you do not have any 911 Emergency information in this tab it means that it is not enabled for your account. 911 Dialing is NOT automatic with VoIP service. You can always call 911 from a regular phone or from a mobile phone.

Downloads (or Great Options) -- order and download add-ons and products that enhance VoIP functionality. This manual is also found there.


Account
Call Activity
Voicemail
CallBlast
Features
911 Info
Great Options
Sign out
To Change Your Account Name and Password
To change your Account Name, Change the First Name or Last Name in the fields below, and then click the Update Account button below.
First Name
Last Name
Kendall
Wells
To Change Your Account Password
Account Passwords must be 4-10 characters. To change your password, please enter your new password in the New Password field, and then repeat it in the Repeat New Password field. Click on Update Account button.
New Password
Repeat New Password
Update Account
To change your Account Summary or Contact Information, call Customer Service at 1-800-254-3109
Account Summary
Account Name Kendall Wells
Account Number 5039141302
Numbers/Plan 1 503.914.1302
Contact Information
Name Kendall Wells
Email kendallwells@lisco.com
Time Zone GMT-08:00 (Pacific Standard Time, PST8PDT)

VCP Account Tab

Suggested Order of Use

We suggest that you follow the order below when using the VCP:

- Verify or change your 911 address information using the **911 Info** tab.
- Change your password, if you want to, using the **Account** tab.
- Set up and manage your CallBlast from the **CallBlast** tab.
- View and manage your voicemail using the **Voicemail** tab
- View and export all your calls from the **Call Activity** tab.

Account Tab

The **Account** tab appears by default when you login to the VCP. It has three areas.

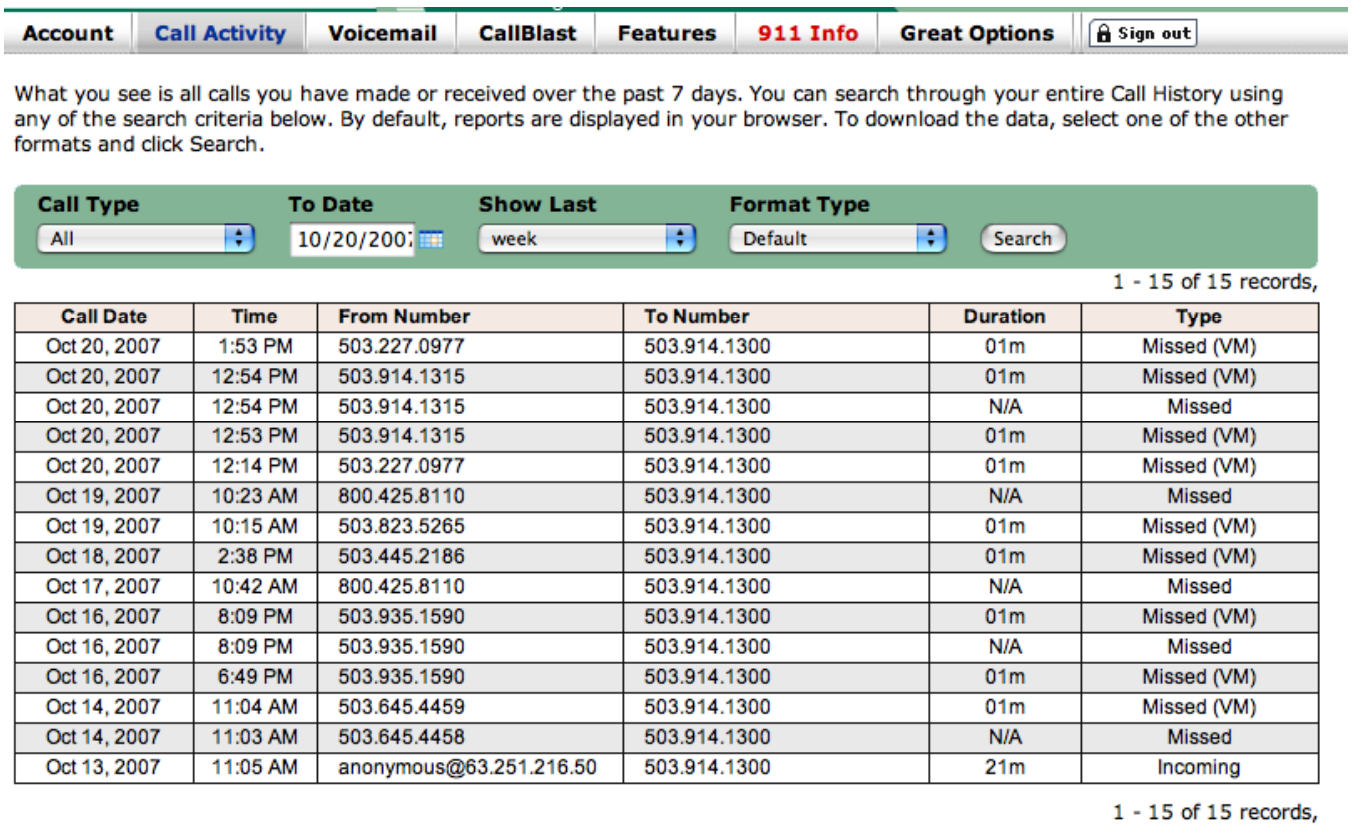
- **Change Your Account Name and Password.** Here you can modify your account name and/or password. Enter the new information and then click the **Update Account** button. A password must be between 4-10 characters and should be numeric because you may also use it to retrieve voicemail via a telephone keypad.
- **Account Summary.** The Account tab also provides a Summary of Account details

including: Account Name, Account Number, and all Numbers in your account.

- **Contact Information.** The Contact Information comprises Name, Email address and Time Zone.

Call Activity Tab

The **Call Activity** tab allows you to view all calls you placed or received over the past period of time. You can also search through your call history using call type and date criteria. Clicking on the Call Activity tab brings up the screen below.


Account
Call Activity
Voicemail
CallBlast
Features
911 Info
Great Options
Sign out
What you see is all calls you have made or received over the past 7 days. You can search through your entire Call History using any of the search criteria below. By default, reports are displayed in your browser. To download the data, select one of the other formats and click Search.
Call Type
All
To Date
10/20/200
Show Last
week
Format Type
Default
Search
1 - 15 of 15 records,
Call Date | Time | From Number | To Number | Duration | Type
Oct 20, 2007 | 1:53 PM | 503.227.0977 | 503.914.1300 | 01m | Missed (VM)
Oct 20, 2007 | 12:54 PM | 503.914.1315 | 503.914.1300 | 01m | Missed (VM)
Oct 20, 2007 | 12:54 PM | 503.914.1315 | 503.914.1300 | N/A | Missed
Oct 20, 2007 | 12:53 PM | 503.914.1315 | 503.914.1300 | 01m | Missed (VM)
Oct 20, 2007 | 12:14 PM | 503.227.0977 | 503.914.1300 | 01m | Missed (VM)
Oct 19, 2007 | 10:23 AM | 800.425.8110 | 503.914.1300 | N/A | Missed
Oct 19, 2007 | 10:15 AM | 503.823.5265 | 503.914.1300 | 01m | Missed (VM)
Oct 18, 2007 | 2:38 PM | 503.445.2186 | 503.914.1300 | 01m | Missed (VM)
Oct 17, 2007 | 10:42 AM | 800.425.8110 | 503.914.1300 | N/A | Missed
Oct 16, 2007 | 8:09 PM | 503.935.1590 | 503.914.1300 | 01m | Missed (VM)
Oct 16, 2007 | 8:09 PM | 503.935.1590 | 503.914.1300 | N/A | Missed
Oct 16, 2007 | 6:49 PM | 503.935.1590 | 503.914.1300 | 01m | Missed (VM)
Oct 14, 2007 | 11:04 AM | 503.645.4459 | 503.914.1300 | 01m | Missed (VM)
Oct 14, 2007 | 11:03 AM | 503.645.4458 | 503.914.1300 | N/A | Missed
Oct 13, 2007 | 11:05 AM | anonymous@63.251.216.50 | 503.914.1300 | 21m | Incoming
1 - 15 of 15 records,

Call Activity Tab

Call data includes **Call Date** and **Time**, **From Number, To Number**, call **Duration** and **Type** (Incoming, Outgoing, Missed).

From this page you can review particular calls by the following process:

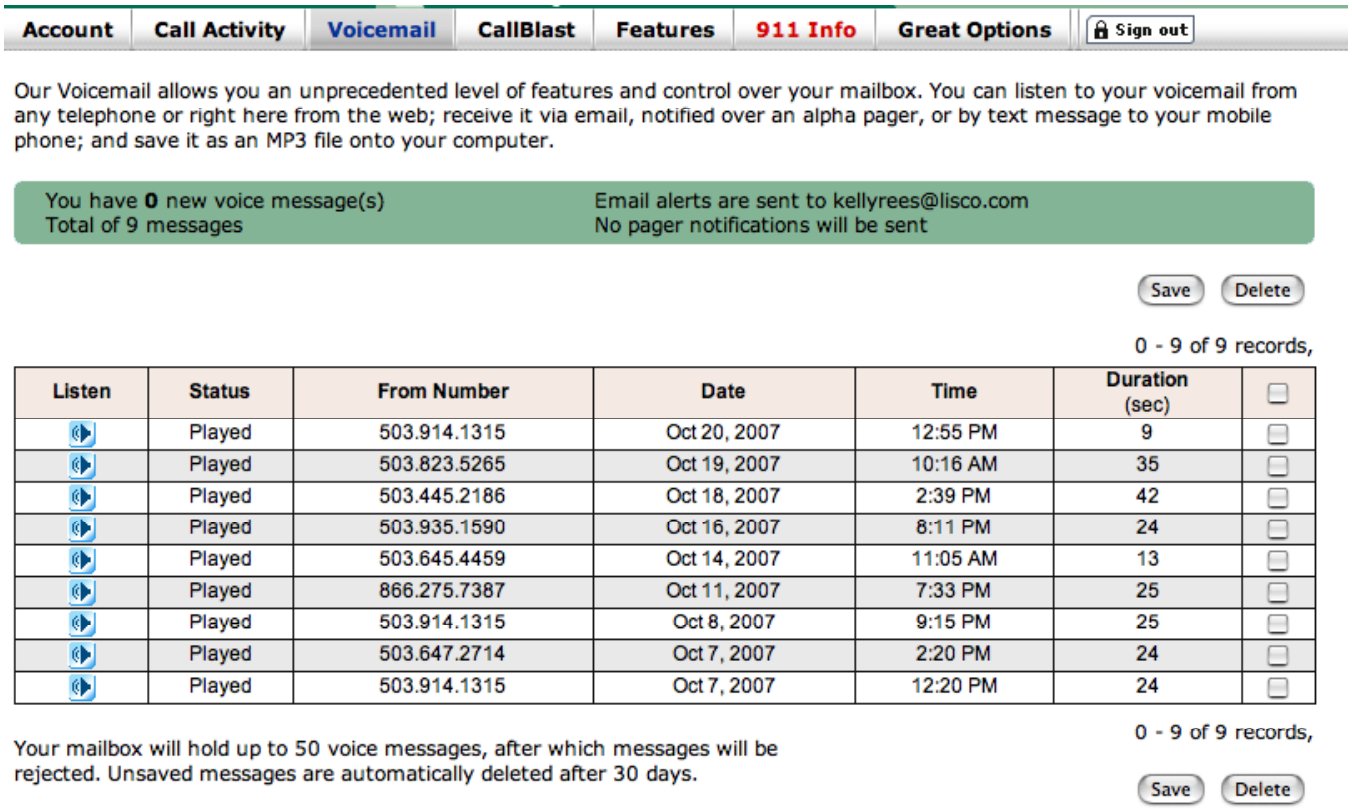
- Choose what **Call Type** you want to view - All, Incoming, Outgoing or Missed.
- Choose the **To Date**, which is the date up to (and including) which the search will take into account.
- Choose **Show Last** – the time period from one day to one month that you wish to search.
- Select the desired **Format Type** – Default will show the results on your screen, whereas Excel and CSV will export the results as an XLS or CSV format file, respectively.
- Click **Search**.

On-screen results are displayed 25 records to a page (if more than 25 were found in your Search).

Voicemail Tab

The Voicemail tab displays your voicemail information, allows you to listen to your voicemail, and allows you to change voicemail settings.

Note: You must set up your voicemail via a telephone, not from this Voicemail tab in your VCP.


Account
Call Activity
Voicemail
CallBlast
Features
911 Info
Great Options
Sign out
Our Voicemail allows you an unprecedented level of features and control over your mailbox. You can listen to your voicemail from any telephone or right here from the web; receive it via email, notified over an alpha pager, or by text message to your mobile phone; and save it as an MP3 file onto your computer.
You have 0 new voice message(s)
Total of 9 messages
Email alerts are sent to kellyrees@lisco.com
No pager notifications will be sent
Save
Delete
0 - 9 of 9 records,
Listen
Status
From Number
Date
Time
Duration (sec)
Played 503.914.1315 Oct 20, 2007 12:55 PM 9
Played 503.823.5265 Oct 19, 2007 10:16 AM 35
Played 503.445.2186 Oct 18, 2007 2:39 PM 42
Played 503.935.1590 Oct 16, 2007 8:11 PM 24
Played 503.645.4459 Oct 14, 2007 11:05 AM 13
Played 866.275.7387 Oct 11, 2007 7:33 PM 25
Played 503.914.1315 Oct 8, 2007 9:15 PM 25
Played 503.647.2714 Oct 7, 2007 2:20 PM 24
Played 503.914.1315 Oct 7, 2007 12:20 PM 24
0 - 9 of 9 records,
Your mailbox will hold up to 50 voice messages, after which messages will be rejected. Unsaved messages are automatically deleted after 30 days.
Save
Delete

Voicemail Tab

The Voicemail tab allows you to:

- Listen to your voicemail from the VCP with an MP3 player, such as Windows Media Player or iTunes.
- Save voicemail messages indefinitely within the VCP. You can save messages to your local computer if you have chosen the email option, or by saving the MP3 file that's played in the above point.
- Delete unwanted voicemail messages (they will disappear overnight).
- Set up delivery of voicemail to your email or notification of voicemail to an alpha pager or via SMS to your mobile phone from the Features Tab

The voicemail table has the following fields for each record:

- **Listen**, clicking which plays the Voicemail.
- **Status** – New, Played, Deleted or Saved.
- **From Number** – who left the voicemail
- **Date**, **Time** and **Duration**
- Select **Checkbox** – used prior to clicking Save or Delete. Click the upper right checkbox to select all records.

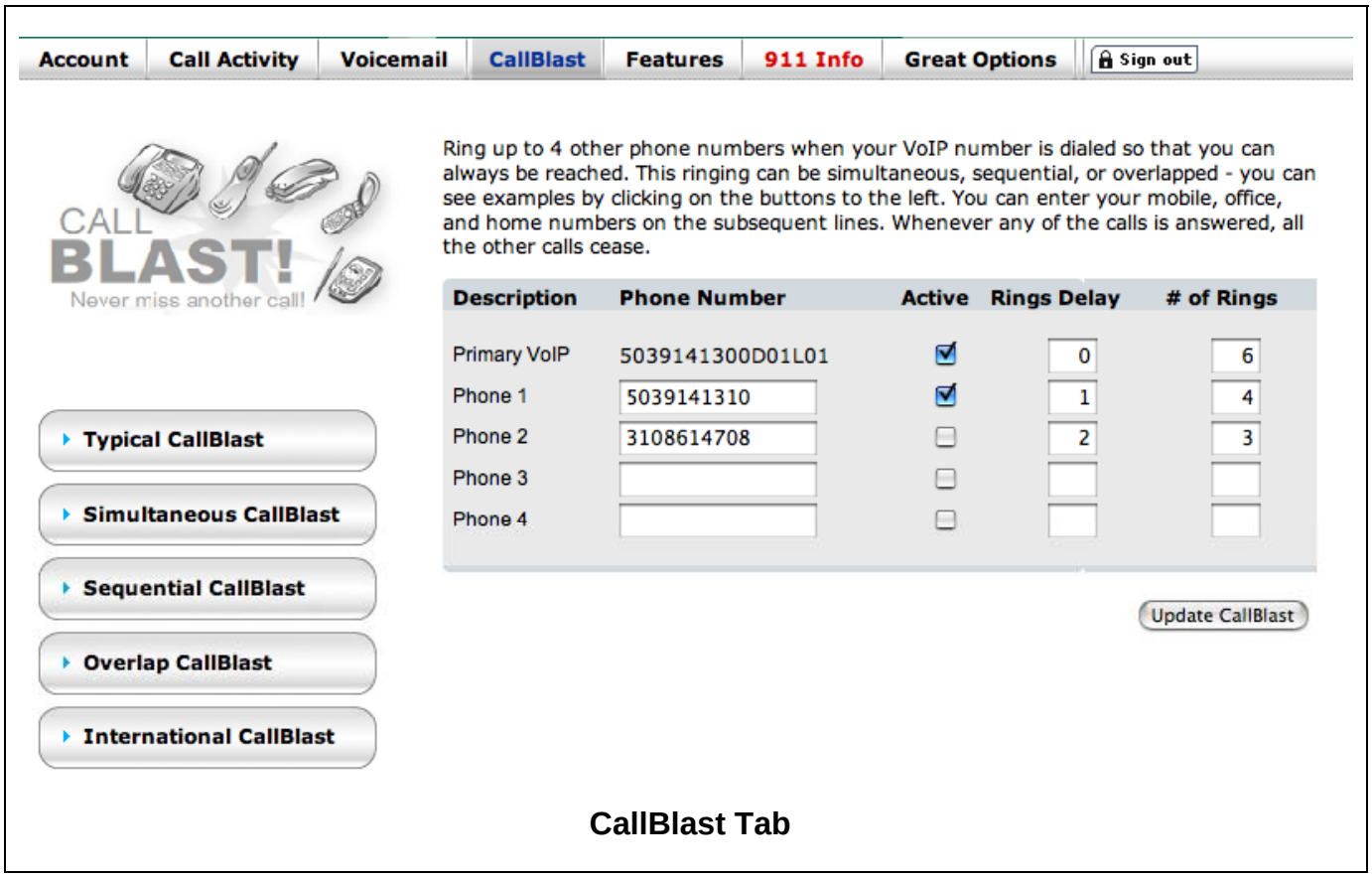
The capacity of your voicemail box and the length of time unsaved messages are kept are noted at the bottom of the screen.

CallBlast Tab

The CallBlast feature gives you the option to route your incoming calls to up to four different phone numbers simultaneously and/or sequentially so that you can answer the call from wherever you may happen to be.

Any phone can be used as a destination - your home phone, another VoIP phone, your mobile phone, even a PDA or computer with a Softphone, regardless of where the device is located.

Examples of different CallBlast setups – Typical, Simultaneous, Sequential, Overlap, and International - are on the CallBlast tab, as shown below.



CallBlast Tab

The above CallBlast configuration would work like this:

1. Ring the Primary VoIP line of 5039141300, which is on D01L01 (the first line on the first device) for 6 rings before going to voicemail.
2. If the Primary line hasn't been answered after one ring, begin ringing 5039141310, and ring that for 4 rings before stopping.
3. If neither phone has picked up after two rings, begin ringing 3108614708 and ring that for 3 rings before stopping.

Warning: if any of your CallBlast phones has voicemail that picks up before the call is answered or goes to VoIP voicemail, your voicemails will all be on that other phone's messaging system! In addition, if the total of Rings Delay plus # of Rings on any of the CallBlasted phones is greater than that same total for your Primary VoIP phone, the call will be handed off to the Phone with the longest total, and thus will not go to your VoIP Voicemail.

This means, for example, if your mobile phone is set to 0 rings and you have it turned off, many of your calls may go to your mobile phone voicemail. Or if your mobile phone Rings Delay and # of Rings totals 8 in the example above, then an unanswered incoming call will simply die instead of going to your Primary VoIP voicemail, since that only totaled 6 rings.

We recommend having at least 2 Rings Delay for your mobile phone, which will mean that your VoIP phone will ring roughly 3 times before your mobile phone begins to ring since it takes 1-2 rings on your VoIP for a CallBlasted phone to begin ringing even if you have the Rings Delay set to 0. And make sure that your mobile phone will stop ringing at least 2 rings before your VoIP phone sends the call to voicemail.

CallBlast to IP Phones

To include an IP phone as one of your CallBlast numbers, enter the IP Device ID, which is usually in the form of a URI. A SIP URI is the ID and network address of the IP phone and may bear no resemblance to a "normal" telephone number.

To Set up CallBlast

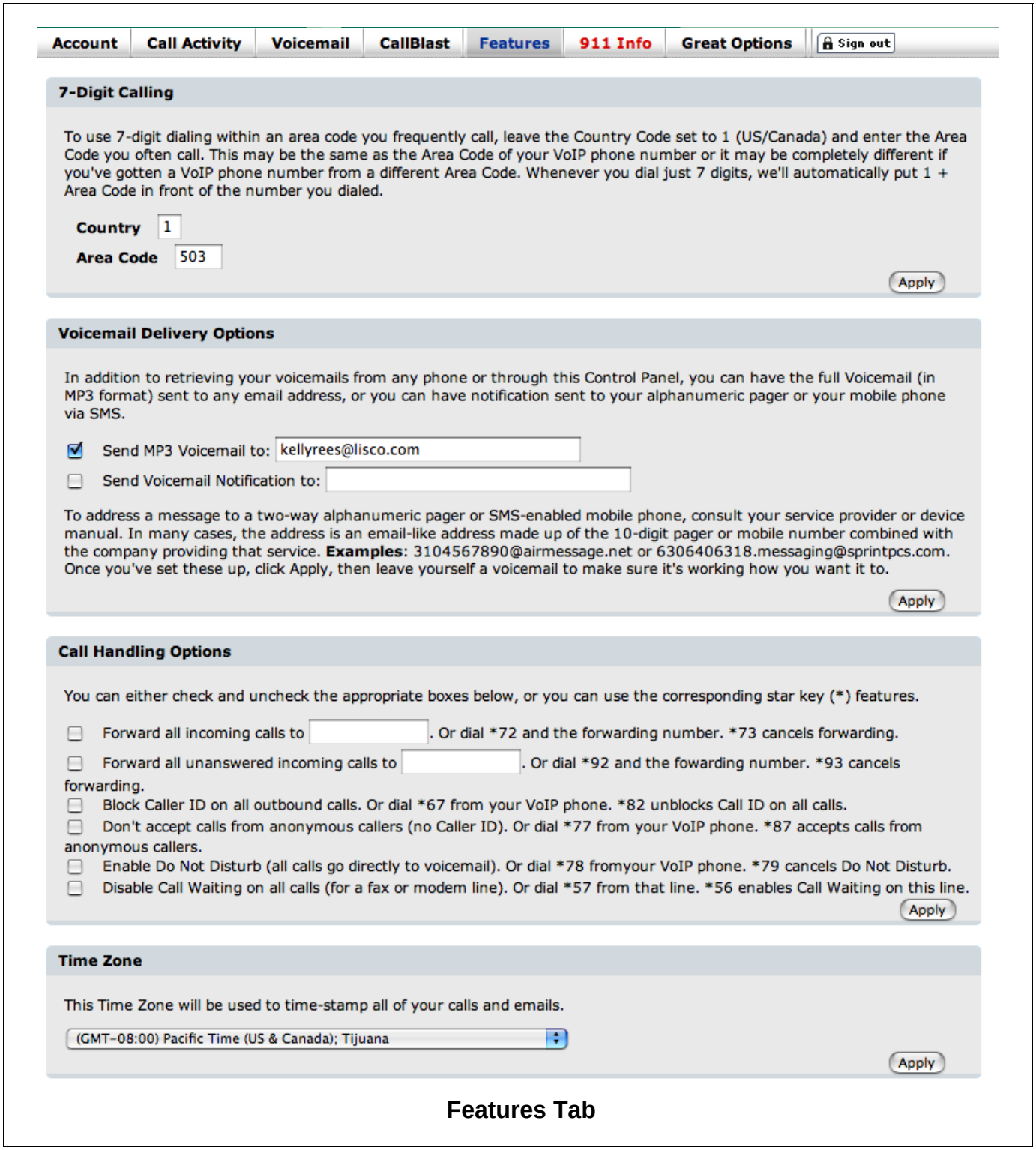
1. Enter your mobile, home or other numbers in the **Phone 1** thru **Phone 4** fields as shown.
2. You make the number active by checking the **Active** checkbox, or take it out of CallBlast by unchecking the box. If you want calls to go directly to voicemail, you can either turn on the DND feature by pressing *78 on your phone, or you can enter 0 for the number of rings on your Primary VoIP phone, or you can make your Primary VoIP phone not active. You can also enable the DND feature by clicking the Features tab and selecting the DND checkbox.
3. Next, set the **Rings Delay**, which is the number of rings on your Primary VoIP line that CallBlast waits before launching a call to the CallBlasted number(s). Zero is recommended for your Primary VoIP phone. **Note:** It takes 1-2 rings for a mobile phone to begin ringing even if you have the Rings Delay set to 0.
4. Last, set the **# of Rings** for each device, after which the CallBlast call to that device will be stopped. When a call is answered on any of the devices, CallBlast automatically stops ringing all other numbers. If the call is still unanswered after the # of Rings for the Primary VoIP line, the call is delivered to your VoIP voicemail.
5. Click on the **Update CallBlast** button to save all changes.
6. Make a test call to your VoIP number to make sure it works as expected.
7. **Note:** If your mobile phone is a CallBlast number and you turn off the mobile phone, all your calls will go to your mobile phone's voicemail. Also, if you immediately push the Ignore Call button on your mobile, the call goes to the mobile's voicemail and not the primary VoIP voicemail.
8. **Warning:** If any of phones one through four has voicemail set up and their voicemail picks up before the call is answered or goes to you primary VoIP voicemail, your voicemails will be on one of the non-primary phone's message systems.

CallBlast Configuration Examples

The CallBlast tab provides five different sample CallBlast configurations. Look on the left side of the CallBlast screen and click on the button for the type of setup you want. A pop-up window appears and describes the configuration and its results.

Features Tab

The Features tab allows you to further customize various settings and features including 7-Digit Calling set up, Voicemail Settings, Enhanced Services Settings (e.g., Do Not Disturb or Disable Call Waiting) and the Time Zone used to time-stamp your calls and voicemails.


Account
Call Activity
Voicemail
CallBlast
Features
911 Info
Great Options
Sign out
7-Digit Calling
To use 7-digit dialing within an area code you frequently call, leave the Country Code set to 1 (US/Canada) and enter the Area Code you often call. This may be the same as the Area Code of your VoIP phone number or it may be completely different if you've gotten a VoIP phone number from a different Area Code. Whenever you dial just 7 digits, we'll automatically put 1 + Area Code in front of the number you dialed.
Country 1
Area Code 503
Apply
Voicemail Delivery Options
In addition to retrieving your voicemails from any phone or through this Control Panel, you can have the full Voicemail (in MP3 format) sent to any email address, or you can have notification sent to your alphanumeric pager or your mobile phone via SMS.
Send MP3 Voicemail to: kellyrees@lisco.com
Send Voicemail Notification to:
To address a message to a two-way alphanumeric pager or SMS-enabled mobile phone, consult your service provider or device manual. In many cases, the address is an email-like address made up of the 10-digit pager or mobile number combined with the company providing that service. Examples: 3104567890@airmessage.net or 6306406318.messaging@sprintpcs.com. Once you've set these up, click Apply, then leave yourself a voicemail to make sure it's working how you want it to.
Apply
Call Handling Options
You can either check and uncheck the appropriate boxes below, or you can use the corresponding star key (*) features.
Forward all incoming calls to . Or dial *72 and the forwarding number. *73 cancels forwarding.
Forward all unanswered incoming calls to . Or dial *92 and the fowarding number. *93 cancels forwarding.
Block Caller ID on all outbound calls. Or dial *67 from your VoIP phone. *82 unblocks Call ID on all calls.
Don't accept calls from anonymous callers (no Caller ID). Or dial *77 from your VoIP phone. *87 accepts calls from anonymous callers.
Enable Do Not Disturb (all calls go directly to voicemail). Or dial *78 fromyour VoIP phone. *79 cancels Do Not Disturb.
Disable Call Waiting on all calls (for a fax or modem line). Or dial *57 from that line. *56 enables Call Waiting on this line.
Apply
Time Zone
This Time Zone will be used to time-stamp all of your calls and emails.
(GMT-08:00) Pacific Time (US & Canada); Tijuana
Apply

Features Tab

Caller ID Settings

If you have more than one VoIP Number on your account, this is where you choose which one is used as Caller ID on all your outbound calls. If you have only a single DID on your account, this section won't appear at all, as in the example above. Make your selection and then click the **Apply** button in the Caller ID Settings area.

7-Digit Calling

If you make a high percentage of your calls within a single area code of US or Canada, you can save yourself some key presses by leaving the country code field set to 1 and entering that area code in the second field.

It may be the area code of your VoIP phone number or it may be completely different. Whenever you dial just 7 digits, we automatically prepend these two fields (1 + area code) to the number you dialed. Click **Apply** to save your choice.

Voicemail Delivery Options

In addition to retrieving voicemail from any phone or through the VCP, you can have the full voicemail sent to your email address as an MP3 attachment. This is also the easiest way to save your voicemail to your local computer. The email address field here identifies where voicemails (and faxes if you have IP-Fax service on a separate phone number) are sent.

You can also have a notification of each voicemail sent to your mobile phone via SMS or to an alphanumeric pager. Pager and SMS notifications are sent to an address in the appropriate field just below the email field.

Changing your email address redirects your voicemail. This might be useful if you are traveling and don't have access to your regular email account.

Once set up is complete, click the **Apply** button and leave yourself a test voicemail to make sure it works as desired.

Call Handling Options (Star Features)

This section area allows you to use checkboxes to turn on and off certain star key (*) options, such as:

- Forward all incoming calls to a specific number.
- Forward all unanswered incoming calls to a specific number.
- Block Caller ID for all outbound calls.
- Do not accept calls from anonymous callers (no Caller ID).
- Enable Do Not Disturb
- Disable Call Waiting on all incoming calls on a fax or modem line.

Click on the checkbox in front of the option or options you desire and then click the **Apply** button. To reverse the option, uncheck the box and click **Apply**.

You can also access these and additional call handling options by using the * key on your phone. See the following table for key information.

Note: Do not enter the voicemail system before using these numbers. Lift the handset and dial them.

Table 6 - * Key Options Menu

Key	Option
*69	Place a call to the number from which you were last called.
*72<number>	Forward all calls to the number entered after 72.
*73	Cancel forwarding of all calls.
*92<number>	Forward all busy or unanswered calls to the <number> entered after 92.
*93	Cancel forwarding of all busy or unanswered calls.
*67	Block Caller ID for all outbound calls.
*82	Unblock Caller ID for all outbound calls.
*67<number>	Block Caller ID for single call to <number>.
*82<number>	Unblock Caller ID for single call to <number>.
*77	Don't accept calls from anonymous callers (no Caller ID).
*87	Accept calls from anonymous callers (no Caller ID).

Key	Option
*78	Turn on Do Not Disturb (all calls go directly to voicemail).
*79	Cancel Do Not Disturb.
*56	Enable Call Waiting on all calls on main line.
*57	Disable Call Waiting on all calls on main line (for a fax or modem line).
*70<number>	Disable Call Waiting only for this call to <number> (for a single fax or modem call).
*76<number>	Enable Call Waiting only for this call to <number>.
*30	Disable call waiting on all user lines.
*31	Enable call waiting on all user lines.

Time Zone

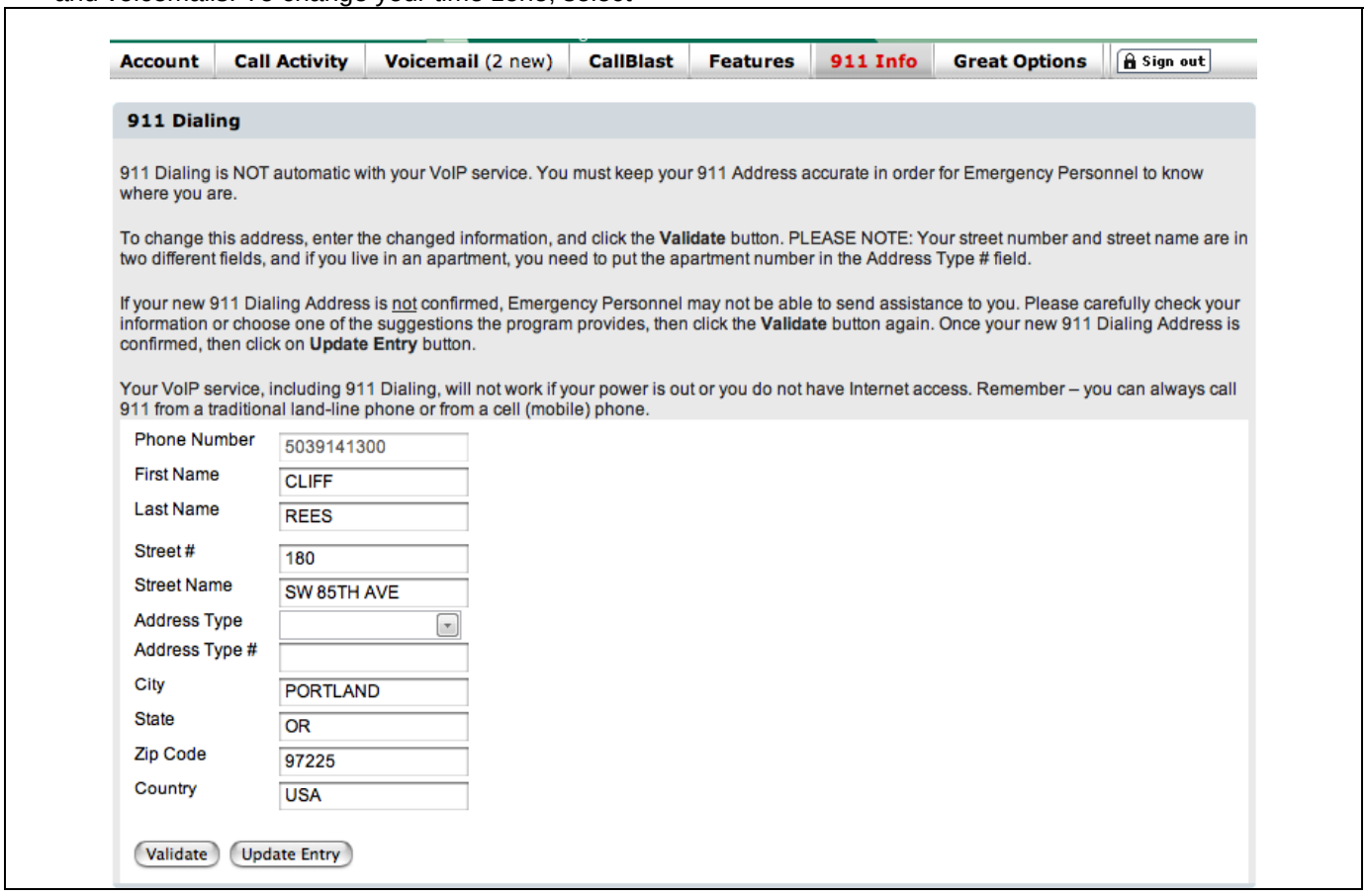
This area displays your currently selected time zone, which is used to timestamp all your calls and voicemails. To change your time zone, select a new time zone from the drop down menu and click **Apply**.

You can also see your time zone on the Account tab, but cannot change it from there.

911 Info Tab

The **911 Info** tab (see screen below) allows you to verify or change the address to which you want emergency personnel to come if you dial 911 from your VoIP phone. We verify your address with regional and national 911 address databases, so it is crucial that you change it appropriately and re-verify if you move.

Warning: 911 response is not automatic with your VoIP service. If your address has never been entered or you move and do not change your 911 address, a 911 call from your VoIP phone may be significantly delayed or misrouted. You can always call 911 from a regular phone or from a mobile phone.


Account
Call Activity
Voicemail (2 new)
CallBlast
Features
911 Info
Great Options
Sign out
911 Dialing
911 Dialing is NOT automatic with your VoIP service. You must keep your 911 Address accurate in order for Emergency Personnel to know where you are.
To change this address, enter the changed information, and click the Validate button. PLEASE NOTE: Your street number and street name are in two different fields, and if you live in an apartment, you need to put the apartment number in the Address Type # field.
If your new 911 Dialing Address is not confirmed, Emergency Personnel may not be able to send assistance to you. Please carefully check your information or choose one of the suggestions the program provides, then click the Validate button again. Once your new 911 Dialing Address is confirmed, then click on Update Entry button.
Your VoIP service, including 911 Dialing, will not work if your power is out or you do not have Internet access. Remember – you can always call 911 from a traditional land-line phone or from a cell (mobile) phone.
Phone Number 5039141300
First Name CLIFF
Last Name REES
Street # 180
Street Name SW 85TH AVE
Address Type
Address Type #
City PORTLAND
State OR
Zip Code 97225
Country USA
Validate
Update Entry

911 Info Tab

To Enter or Change your 911 Address

To enter your address for the first time (if it somehow didn't get entered when you signed up for service) or to change the address shown, enter the new (or changed) data, carefully following the fields. **Note:** Street # and Street Name are in separate fields, and apartment or unit numbers are in their own field, titled Address Type #.

Then click the **Validate** button and you'll either get a response Number is Valid, or Number isn't Valid, but here's a few close choices. Once you've gotten a valid response, then click **Update Entry** to change you 911 Address.

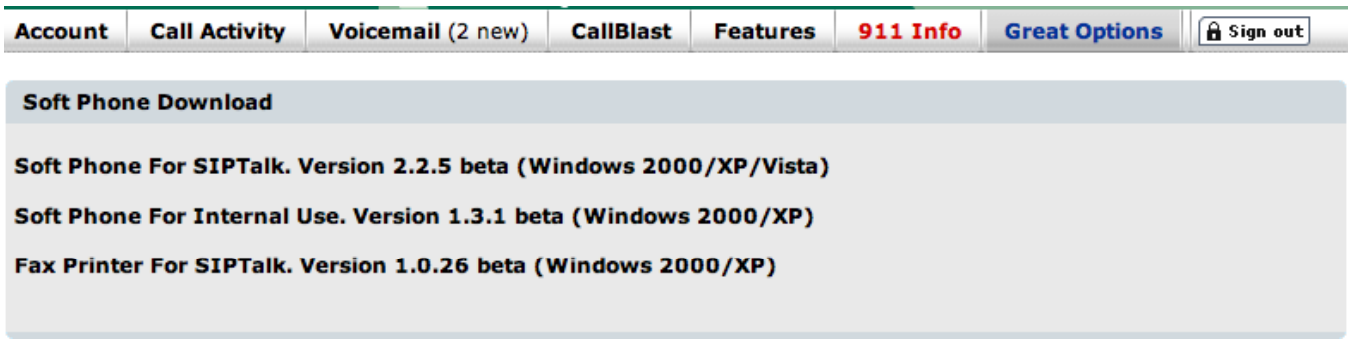
Warning: If your new 911 Address is not confirmed, then emergency personnel may not be able to send assistance to you.

Please refer to the 911 Dialing section of our Terms and Conditions of service for important information on potential limitations of this 911 feature, including the differences between the VoIP 911 feature and traditional 911 service.

Great Options (Downloads) Tab

From the Great Options tab you can download add-ons and products that enhance your VoIP service functionality. This manual is available for download from this tab, as well.

This screen will look something like this:



Great Options (Downloads) Tab

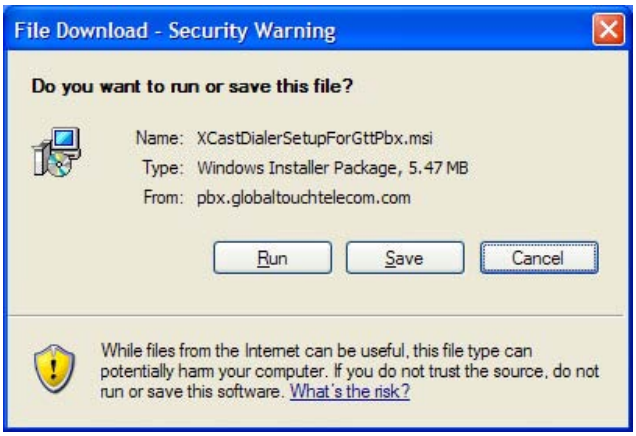
Softphone Application

Our Softphone is a Window-based application that allows you to turn your computer into a VoIP device and serve as a globally mobile VoIP phone. Calls to your VoIP phone number will ring on your computer when the Softphone application is running, and you will be able to place calls wherever you have access to a broadband Internet connection.

All calls and voicemails will show up in your VCP just as they do if you were sitting at your desk.

To install Softphone on your Computer

- Click on the Great Options tab in the VCP.
- Click on the Softphone download link. The following screen appears:


File Download - Security Warning
Do you want to run or save this file?
Name: XCastDialerSetupForGttPbx.msi
Type: Windows Installer Package, 5.47 MB
From: pbx.globaltouchtelecom.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

- Click Save to save the software installer to your preferred directory or click Run to the run the software installer immediately.
- Run the installer and follow the prompts to install and configure your Softphone.
- Once you have installed Softphone, you see a shortcut on your desktop.
- Double-click the shortcut icon to launch Softphone. The Softphone interface appears, as shown here:

QuickTime™ and a
TIFF (Uncompressed) decompressor
are needed to see this picture.

Use the Softphone as you would your ATA or IP phone. Use the mouse to click on the numbers you want to dial. See the following table for information on the Softphone keys.

Table 7 - Softphone Keys

Key	Function
A	Click here to get a dial tone or to make a call if you have already entered the number you wish to call.
B	Click here to use line one out of a possible two.
C	Click here to use line two out of a possible two.
D	Click here to adjust the microphone volume. This is the volume at which the outside caller hears you speak.
E	Click here to mute your voice so that the outside caller cannot hear you.
F	Click here to dial numbers, and the * and # keys.
G	Click here to turn off either your computer speakers or the USB phone speakers. If you use this option, you will not be able to hear the outside caller speak.
H	Click here to adjust the volume at which you hear the outside caller speak.
I	Click here to show and configure device settings.
J	Click here to launch the VCP.
K	Click here to show your call list.
L	Click here to end the call.
M	Click here to redial the last dialed number.
N	Click here to clear the last dialed digit.
O	Click here to close the Softphone application.
P	Click here to display version information about the Softphone application.

For Further Information

If you have other questions about your VoIP service, please contact us.